

COMMUNICATIONS SUPERVISOR

STUDY GUIDE

A written examination for the class of **COMMUNICATIONS SUPERVISOR** to be administered in **ST. TAMMANY #1** on **JULY 23, 2001**, will consist of approximately 124 multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
FIRE SERVICE MANAGEMENT Knowledge of the principles of effective fire service management, involving management theory and organizational behavior; researching, planning, organizing, and directing departmental operations; and personnel management.	4.0%
MANAGING EQUIPMENT AND PROPERTY Knowledge of the management and maintenance of equipment and property including verifying that equipment is tested and meets applicable standards.	13.7%
RECORDS/REPORTS/CORRESPONDENCE Knowledge of effective records-management practices, including preparation, content, format, control, and retention, and knowledge of effective report preparation procedures, including the compilation, analysis, and organization of data into an effective written format for reports or official correspondence.	16.1%
PUBLIC RELATIONS Knowledge of effective public relations practices which foster a positive public image of the department through contact with the media, other agencies, and the public.	17.7%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates.	13.7%
TRAINING Knowledge of the procedures for department and for implementing an effective training program, including serving as an instructor, and participating in departmental training programs.	4.8%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
COMMUNICATIONS MANAGEMENT Knowledge of the operation of the fire communications center, including knowledge of operational and dispatching procedures for receiving and processing calls for assistance; of the proper operating procedures of the fire radio system; of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; of applicable computer codes; of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer.	29.8%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

EFFECTIVE SUPERVISORY PRACTICES, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 3rd ed., 1995.

NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.

NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:

NATIONAL FIRE CODES/STANDARDS (NFC):

NFPA #1221 - Standard for the Installation, Maintenance, and Use of Public Fire Service Communications Systems: NFPA, 1994 edition.

BUSINESS COMMUNICATIONS, Dumont, Raymond, and Lannon, John, Southeastern Massachusetts University, Little, Brown and Company, Boston, 2nd ed., 1987.

ADVANCED SUPERVISORY PRACTICES, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

EFFECTIVE PUBLIC RELATIONS, Cutlip, Scott M./Center, Allen M./Broom, Glen M., Prentice-Hall, Inc., A Simon & Schuster Company, Upper Saddle River, NJ 07458, 7th ed., 1994.

SPECIALIZED/SELECTED PUBLICATIONS:

St. Tammany FPD#1 - Communications Procedures Manual
St. Tammany Parish Computer Aided Dispatch/User Guide - May 2000

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

Communications Supervisor
St. Tammany FPD#1 - Study Guide
Page 2

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.